

CONTACT TRACING PROJECT DIRECTOR JOB DESCRIPTION

Description

The Carroll County Health Department (CCHD) is hiring, training, and managing contract contact tracing staff to assist in the response to the COVID-19 pandemic. As part of Governor Hogan's "Maryland Strong: Roadmap to Recovery" plan, contact tracing is a critical piece of minimizing the spread of disease in the community while allowing the careful and coordinated reopening of the economy.

The Contact Tracing Project Director will work with CCHD's Communicable Disease program and will manage community contact tracing. The Contact Tracing Project Director will supervise the case investigators, who each oversee a unit of contact tracers. The case investigators will contact individuals with a laboratory confirmed case of COVID-19 related to Carroll County, complete necessary case documentation and develop a list of potential close contacts. This list will then be passed to contact tracers to perform follow up.

The case investigator/contact tracer teams will primarily be working remotely, as they communicate with identified close contacts of positive cases of COVID-19. The case investigators are responsible for their own units, to track progress, provide direct supervision, oversight, and mentorship to the unit, and will be the unit's point of contact. The Contact Tracing Project Director will consult regularly with all case investigators to discuss any issues of concern, including trends in data that may indicate a developing outbreak or hotspot or other high-risk situations that will necessitate activation of organizational alerts. The Contact Tracing Project Director will work collaboratively with other CCHD staff as needed to continually improve the agency's response to the COVID-19 pandemic. Initial training for the Contact Tracing Project Director may be conducted in person at the CCHD; work will be completed primarily on location at the CCHD in order to facilitate coordination with other areas of the COVID-19 response.

Responsibilities

- Ensure timely and accurate completion of all community contact tracing activities
- Coordinate, Interview and recommend for hire applicants for the Investigator and Contact Tracer positions.
- Establish and set up team schedules to ensure appropriate coverage to complete the contact tracing in an immediate and timely manner.
- Call and communicate, in a professional and empathetic manner, with identified cases of COVID-19, when complex cases require supervisory attention
- Oversee collection of contact tracing data
- Provide daily reports to CCHD Director of Nursing, Assistant Director of Nursing, and Communicable Disease Staff on community contact tracing program
- Follow all scripts, policies, and procedures provided by CCHD
- Adhere to all requirements regarding protection of confidential information
- Monitor the information posted on the external websites (such as the CDC, State of Maryland, Department of Health, etc.) to recommend the most current guidelines are in place.
- Supervise case investigators:
 - o Oversee daily and weekly progress for all teams including cases successfully reached, contacts tracked and referred, and discuss issues and work to develop and implement solutions
 - o Perform quality assurance through listening in on calls or to recordings of calls and providing feedback to team as well as participating in quality improvement conversations with supervisors
- Work required shifts to include evenings, weekends, and holidays

Qualifications

- CRNP, PA, DO or other equivalent degree
- A minimum of two years of supervisory experience; prior supervision/managerial experience in complex environments preferred
- Excellent organizational and communication skills
- Proficiency with various technology platforms, including: Microsoft Office programs; internet; email and emailing attachments; downloading and sending documents; labeling and saving documents; and use of phone and cellular phone.
- Ability to work remotely, with access to high speed internet
- Ability to work independently
- Ability to speak, read, and write English; second or multiple languages a plus
- Ability to handle high stress personal interactions
- Professional, positive attitude and work ethic
- Excellent interpersonal skills and the ability to interact professionally with culturally diverse individuals during a time of crisis and distress.
- Critical thinking, problem solving and sound judgment
- Flexibility and adaptability
- Ability to handle confidential information with discretion and professionalism
- Ability to work independently
- Familiarity with Carroll County, Maryland, geography - basic location of cities, towns, where people may be interacting
- Priority interviews will be given to individuals who
 - o Possess relevant experience related to the position such as public health experience
 - o Have completed “***Making Contact: A Training for COVID-19 Contact Tracers***”, which is offered by the Association of State and Territorial Health Officials (ASTHO) and the National Coalition of STD Directors (NCSD), available for free at <https://learn.astho.org/products/making-contact-a-training-for-covid-19-contact-tracers>, or a related alternative (certification of completion may be requested)